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Information Systems and Supply Chain
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Raj Soin College of Business, Wright State University

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MESSAGE FROM OUR DEPARTMENT CHAIR

Thank you for a wonderful year! The faculty and staff of the ISSCM Department would like to congratulate the wonderful achievements of our 200 students and thank our family, friends, Advisory Board members, business partners, and sponsors for your continued support.



It's hard to summarize a busy year. This year, the department taught 108 sections of courses, hosted 46 major events, graduated students from two undergraduate programs and two master programs. In this newsletter, you will read some of the highlights including student placement, capstone projects, faculty publications, special events, and connections with the business community.

Thank you for being part of the ISSCM family! Enjoy the summer and we will see you in the fall.

Dr. Shu Schiller
Department Chair

CONGRATULATIONS TO OUR RECENTLY HIRED STUDENTS



Nick Hudson (Management Information Systems student) hired by CareSource Business Analytics team as summer intern.



Sarika Sivagnanam (Management Information Systems student) hired by CareSource Business Analytics team as summer intern.

[Not Pictured]

Ashley Erazo (BSB Management Information Systems, 2017) hired by CareSource, Associate Business Intelligence Developer.

Some other students were hired by companies such as Tata Consultancy Services, Gensuite, BWI Group, Ali Industries, WPAFB, and Crown Equipment, in the positions of Business Analyst, Software Engineer, Advanced Quality Engineer, Program Manager, and more.

We look forward to their continued career success.

JOB OPPORTUNITIES: THESE COMPANIES ARE HIRING

- **Buyer/Planner** - Crown Equipment Corporation
- **Sourcing Specialist** - Crown Equipment Corporation
- **Commodity Manager** - UTC Aerospace Systems
- **Sr. Reporting Analyst** - Victoria's Secret Digital – Customer Care Center
- **IT System Administrator - IT System Administrator Sr (Linux/Hadoop)** – American Electric Power
- **Supply Chain Management Intern** - Cost Containment Specialists

For detailed descriptions of these positions, please scroll down to the Career Opportunities section at the bottom of the newsletter. You can also visit our [LinkedIn](#) page.

MASTER PROGRAM HIGHLIGHTS



We had a very successful "Taste Your Master's" event on Saturday, April 29th on campus. If you missed that event and you are still considering advancing your career through additional education, then we are providing online tours of our master's degrees and certificate programs based on the schedule below. No advanced registration is required for the online sessions and the link to use to join the scheduled sessions is at <http://rscob.adobeconnect.com/isscm>.

Wednesday, May 17th 6:00 - 7:00 PM EST

Tuesday, June 13th 12:00 - 1:00 PM EST

Tuesday, July 11th 6:00 - 7:00 PM EST

Lyndsey Briley has replaced our graduate assistant, Jared Harvey, who graduated with an MBA this April. Lyndsey will be your first point of contact for many questions you might have about our graduate programs in the Information Systems and Supply Chain Management department.

We are approximately 3 months from the start of our Fall 2017 cohorts for our two master's programs: Master of Information Systems and Master of Science in Logistics and Supply Chain Management. These are unique, accredited programs with both on-campus (residency) and online components designed for the working professional. There are four weekend residencies over the yearlong course of the program, for a total of 11.5 days on campus including graduation. Distance is generally not a major factor in any decision to participate in these programs because most of the work is online.

For those of you that cannot commit to a yearlong Master of Information Systems program, we

have our new Information Technology Management Graduate Certificate available in the Fall of 2017. To register for this program, you must be admitted to the Graduate School. The Certificate requires completion of three classes (9 credit hours) from the nine courses offered in our Master of Information Systems program. In addition, these courses will count toward a Master of Information Systems, if you choose to go further in your educational pursuit. In addition, we have seen an interest in the graduate certificate from students working on an MBA; the MBA student can elect to obtain the Information Technology Management Graduate Certificate through the Interdisciplinary Business concentration.

If you are an employer, there are two ways that you could use your influence to assist us: direct referrals, and hosting a "Lunch and Learn" at your facility. We ask all our friends in the community to recommend our programs to their associates.

The sustainability of these programs is dependent on our friends in the community.

Donald H. Hopkins

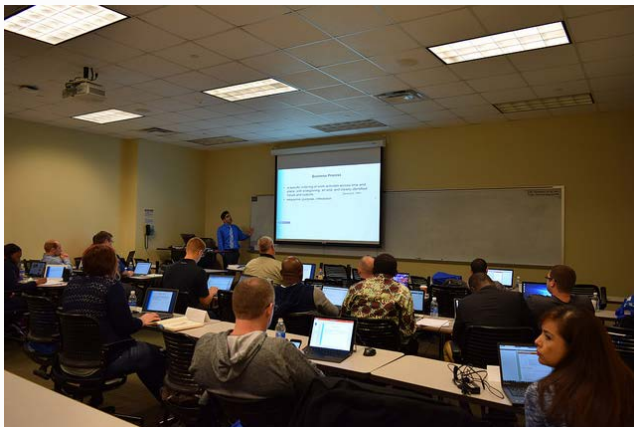
Interim Director
ISSCM Masters Program
donald.hopkins@wright.edu

Click below link to apply for 2017!
https://wright.force.com/Portal_Login

For more information about our MSLSCM program: Click [HERE](#)
For more information about our M.IS program: Click [HERE](#)

MASTER'S PROGRAMS RESIDENCY

Our master's students were back on campus for their third residency from April 28th–30th. Throughout the weekend, they prepared for their final round of courses with peers, faculty, and guest speakers. It was yet again another successful residency as they all look forward to their upcoming graduation this August.



Pictured above: Dr. Zadeh presenting to M.S. in Logistics and Supply Chain Management students.



Pictured above: M.S. in Logistics and Supply Chain Management students working on a technique building exercise.



Pictured above: Scene 75 owner, Jonah Sandler leads discussion with Master of Information Systems students.



Pictured above: Master of Information Systems students get to experience Scene 75 hands-on after presentations.

TASTE YOUR MASTER'S

During the residency, prospective students that were interested in either master's program joined us for lunch and a presentation along with classroom observation on Saturday afternoon. In addition, they had the opportunity to converse with current master's students to get more information on their program of interest.



Pictured above: Don Hopkins and Dr. Schiller presenting program highlights to prospective students.

STUDENT CAPSTONE PROJECTS

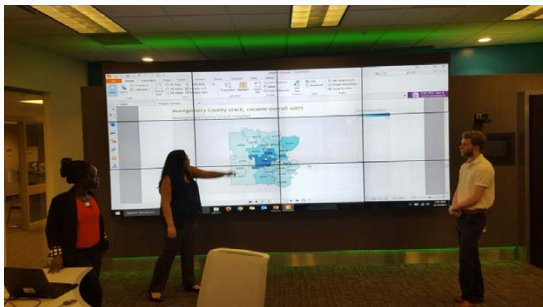
Management Information Systems Capstone Projects Advised by Dr. Kevin Duffy:



BSOM Electronic Signage - Drew Leisen, Megan Brdicka, Grant Sowder, Justin Gomez.



WSU Sports Club Forms Management System - Sean McPeck, Allen "Kip" Mangira, Chris Watts, Ryan Woodward.



MonDay Risk Factors Analysis - Ruth Gyebi, Ashley Erazo, Kevin Schindler.



United Way Services Analysis - Rafat Alabdullatif, Chad Padgett, Heather Stewart.



Finance Life Points Simulation - Azzam Alrayes, Anass Alnajdi, Zachariah Money, Craig Hart.

[Not Pictured]

AAUP Membership Database - Joel Estes, Erin Fannin, Ma.Victoria Pascual.

Supply Chain Management Capstone Projects Advised by Dr. Larry Weinstein:



Written Contract & Supplier Evaluation Playbook - Christeena Parsons, Megan Gibson, Sarah Tritle, Brian House.



Five Rivers Health Centers Electronic Patient Tracking System - Daniel Kidd, Khamis Alwishahi, Khadejah Almomin, Fahad Albaluchi, Aqeelah Alhajji.

FACULTY ACHIEVEMENTS



Congratulations to Dr. Kevin Duffy!

We are pleased to announce that Dr. Kevin Duffy has been awarded the college's 2016 Outstanding Service Award!

New Publications:

Asamoah, D., Sharda, R. & Kalgotra, P. (2017). Who Renews? Who Leaves? Using Big Data Techniques to Manage Customer Churn in a Telecom Company. *Journal of Information Systems*

Education, (conditional acceptance).

Asamoah, D. A., Sharda, R., **Zadeh**, A. H., & Kalgotra, P. (2017). Preparing a Data Scientist: A Pedagogic Experience in Designing a Big Data Analytics Course. *Decision Sciences Journal of Innovative Education*, 15(2), 161-190.

Hall, D., & Johnson-Hall, T. (2017). Learning from Conformance Quality Failures that Triggered Product Recalls: The Role of Direct and Indirect Experience, *Journal of Supply Chain Management*, (conditional acceptance).

Hamister, J., Magazine, M. & **Polak**, G. (2017). Integrating Analytics through the Big Data Information Chain: A Case from Supply Chain Management, *Journal of Business Logistics*, forthcoming.

Polak, G., Rogers, D., & Wu, C. (2017) A generalized maximin decision model for managing risk and measurable uncertainty, *Industrial & Systems Engineering Transactions (IISE Trans)*, forthcoming.

Roberts, N., Gerow, J., **Jeyaraj**, A., and Roberts, S. (2017). A Meta-analysis of Organizational Learning and IT Assimilation, *Data Base for Advances in Information Systems*, forthcoming.

Yang, X., **Schiller**, S., Teo, H-H., & Wang, Q. (2017). Decision Confidence in Virtual IT Product Trial and Purchase Decision-Making, *AIS Transactions on Human-Computer Interaction (THCI)*, forthcoming in June 2017.

TELL YOUR WRIGHT STATE STORY



Wright State is celebrating 50 years as an independent institution by gathering stories from the Wright State community. If you are reading this, your life has probably been touched by Wright State University in some way. Click [here](#) to tell your Wright State story in 50 words or less.

SCM STUDENT ELECTED AS STUDENT BODY PRESIDENT



Supply Chain Management major David Baugham was recently elected as the Wright State University Student Government President. David was also recently featured in the Wright State University [Newsroom](#) for his work to combine supply chain management with nonprofit work. We are very proud to call David one of our own.

MARK YOUR CALENDAR

- **Wed, May 17:** ISSCM Master's Programs [Virtual Tour](#), 6:00 - 7:00 PM EST
- **Tues, June 13:** ISSCM Master's Programs [Virtual Tour](#), 12:00 - 1:00 PM EST
- **Tues, July 11:** ISSCM Master's Programs [Virtual Tour](#), 6:00 - 7:00 PM EST
- **Thurs, Aug. 17:** Fall 2017 Cohort Master's Programs Orientation
- **Fri, Aug. 18 - Sun, Aug. 20:** [Fall 2017 Cohort ISSCM Master's Programs Residency](#)
- **Fri, Aug. 18:** Fall 2016 Cohort Master's Programs Graduation & Hooding Ceremony
- **Fri, Sept. 29:** ISSCM Advisory Board Meeting

CAREER OPPORTUNITIES

Buyer/Planner - Crown Equipment Corporation

Job Purpose and Objectives:

- Responsible for managing the supply of purchased parts required by Production and Service to support a high level of service to the company's customers while minimizing inventory investment and obsolescence risk.
- Monitor potential supply issues, and work closely with suppliers, Sourcing Specialists and Production personnel to resolve with minimal impact to operations.
- Implement appropriate replenishment strategies for assigned parts in conjunction with Sourcing Specialists, and take initial containment action on supplier quality issues.
- This position reports to the Purchased Materials Supervisor or a Senior Buyer - Planner.

Key Tasks:

- Purchase Raw Materials and Finished Parts
- Planning Analysis / Inventory Management
- Shortage Management
- Supplier Communication and Management
- Review Supplier Prices
- Product Quality
- Miscellaneous

Qualifications:

- Four year bachelor degree or two year degree along with three to five years of prior experience in material control, planning or purchasing.
- A firm understanding of Materials Requirement Planning (MRP), with Baan experience.
- Strong computer experience, including excellent spreadsheet skills.
- Effective oral and written communication skills.

For more information and to apply, please visit our [website](#).

Sourcing Specialist - Crown Equipment Corporation

Primary Responsibilities:

- Develop/execute commodity and supply base optimizations strategies and plans.
- Evaluate existing and potential suppliers; search for new suppliers.
- Initiate and execute cost savings projects and request for quotation.
- Develop and qualify materials, components, processes, assemblies and suppliers.
- Negotiate prices, terms, statements of work, technical requirements and contracts.
- Identify functional requirements of service and delivery vehicles and create a plan for implementation.
- Manage projects and tasks to meet deliverable's and deadlines.

Qualifications:

- A four-year college degree, preferably in Business or Engineering with an emphasis in Supply Management or Operations. ISM Certification would be beneficial.
- Three to five years prior experience in materials, supply management, or operations.
- High level of interpersonal, teamwork, and negotiation skills are required.
- Blueprint reading and proficient computer skills are necessary for this position.
- Willingness to travel, sometimes extensively, as required.
- Ability to work independently.

For more information and to apply, please visit our [website](#).

Commodity Manager - UTC Aerospace Systems

Duties and responsibilities include:

- Evaluate market conditions in order to maintain inventory levels and control costs and make recommendations for cost reduction.
- Evaluate and recommend suppliers, manage ongoing relationships with suppliers.
- Act as an owner of commercial relationship with strategic suppliers.
- Develop and/or maintain commodity sourcing strategies.
- Develop, negotiate and administer supplier contracts.
- Manage product transitions between suppliers.
- Manage the relationship between the supplier and UTAS.
- Coordinate supplier improvement activities including continuous improvement (CI) events, corrective actions, metric management and cost reduction initiatives.
- Perform sourcing activities in support of customer requests or internal projects (resourcing, engineering changes, etc.) including sending out FRQs, reviewing responses,

supplier selection, coordination with estimating and Program Management and PO or contract file documentation. Ensure these activities meet all UTAS and applicable government (FAR) requirements.

- Organize, lead and manage supplier meetings in regards to strategic initiatives, new work placed at the supplier, performance issues (cost, deliver and quality) and routine program or business reviews.
- Create and implement strategic sourcing initiatives using expert level negotiating skills and best practice activities while applying CI tools to continually optimize and improve processes and procedures.
- Coordinate/support supply-base transitions.
- Perform other duties as assigned.
- Perform expedites at suppliers, when required.

Qualifications

Required:

- Demonstrated supply chain/procurement experience.
- Demonstrated ability to establish credibility with business counterparts.
- Experience managing or leading projects or programs.
- The successful candidate will be required to travel to supplier and UTAS sites in Canada and the U.S. (30%-40%).
- Must be able to verify U.S. Citizen Status as defined by International Traffic in Arms Regulations (ITAR).

Preferred:

- Minimum 2 years' experience in commodity management/supply chain/procurement with increasing levels of responsibility.
- Excellent oral and written communication skills with the ability to work and interact at all levels of the organization.
- Demonstrated success in developing tactical plans and carrying through to successful execution.
- Proficiency in Microsoft Office applications specifically expert level Excel.
- Strong knowledge of aerospace manufacturing techniques and procedures as it applies to outside processing.
- Must be able to verify U.S. Citizen Status as defined by International Traffic in Arms Regulations (ITAR).

Education:

- BA/BS degree w/2-5+ years' related work experience
- MA/MS degree w/0-2+ years' work experience

To apply, please visit our [website](#).

Sr. Reporting Analyst - Victoria's Secret Digital – Customer Care Center

As part of the Enterprise Customer Care Center, the Senior Reporting Analyst will be responsible for primary design, development and administration of performance based and analytical reports.

This position will act as the primary resource for both standard reporting and ad hoc operational analysis to influence operational changes and drive business results.

Responsibilities:

- Prepare, develop, analyze and automatically distribute reports with Customer Care Center Key Performance Indicators, supporting achievement of overall and associate level objectives.
- Analyze data both by contact channel (IVR, phone, email, chat) and functional team, providing insights and recommendations for improvements.
- Analyze raw data and develop written reports, summaries, charts and graphs to support data findings, and compile recommendations for presentation to leadership.
- Partner with front line operations and technology teams to effectively to assess, define and develop report specifications and business requirements.
- Scope requests and coordinate activities and deliverables across multiple departments and management levels.
- Identify opportunities to enhance existing reports and develop new analytical tools.
- Meet deadlines and handle multiple objectives in a fast-paced environment.

Qualifications:

- Bachelor's degree in Business, Computer Science or Information Systems.
- Must possess excellent analytical skills with 4+ years in analytics or reporting.
- Advanced PC skills and proficiency including advanced Excel VBA, pivot table formulas, SQL data extraction and data manipulation.
- Advanced user in Microsoft Access - create and manage databases and understand tables and structure.
- Proven success at applying analytical methods to solve business problems, effective interpretation of data and communication of results is required.
- Proven experience in a customer-focused role, with experience in building relationships with key internal customers along with strong written and verbal communication.
- Ability to be flexible, manage competing priorities, meet deadlines and handle multiple tasks/projects.
- Must possess attention to detail and high standards for accuracy.

To apply, please contact Heather Buttery at HButtery@victoria.com.

IT System Administrator - IT System Administrator Sr (Linux/Hadoop) – American Electric Power

General Job Responsibilities:

- Building, configuring, patching, upgrading and troubleshooting of physical and virtual Linux servers (rack mounts/blades, and VMs)
- Participate with PROJECT TEAMS in architecting solutions based on Linux to meet specific project requirements. Includes interaction with Project Managers, Application SMEs and Infrastructure SMEs from Network and Storage groups.
- Ensure day-to-day support and a high level of 24x7x365 service availability as well as participate in on-call support.
- Respond to real-time performance alerts to resolve performance problems, regular on-going performance analysis and capacity planning.
- Perform/Assist with Backup / Recovery processes and disaster recovery procedures to maintain data protection and availability.

Independently perform complex troubleshooting, root-cause analysis, solution development, and implementation.

- Apply Technology Updates to system and software running on the Linux systems.
- Perform Security updates to systems as directed.
- Maintain physical and logical diagrams of hardware environment.

Hadoop Specific Responsibilities:

- Design, installation, configuration, monitoring and performance tuning of operational enterprise Hadoop environment with tools listed above.
- Monitor and manage health of operational Hadoop environment.
- Collaborate with Data Architects and developers in design and utilization of Hadoop environment.
- Collaborate with Infrastructure, Applications and business users on disaster recovery options and implementation of Hadoop environment.
- Creation of scripts/jobs to enhance the operation of the Hadoop environment.
- Configure and administer HDFS running on EMC Isilon.
- Establish security controls for the environment using Kerberos, Ranger and Knox.
- Perform Capacity Planning activities to ensure the environment has the required resources to meet current and future business needs.

Minimum Requirements

Education:

Bachelor's degree in computer science or engineering related field or Associate's degree with 2 years system administration related experience or High School Diploma/GED with 4 years system administration related experience.

Experience:

Minimum of 4 years System Administration related experience, in addition to any experience identified above.

For more information and to apply, please visit our [website](#).

Supply Chain Management Intern - Cost Containment Specialists

We are a small supply chain, cost recovery and cost containment consulting company in Dayton serving the Ohio area and national clients since 1998.

As part of the services we provide, the intern will have the opportunity to participate and gain experience in the following activities:

- Assist in benchmark pricing analysis
- Assist in the development of request for proposals (RFP)
- Assist in the analysis of RFP responses
- Interact with our clients on site in a variety of supply chain support services
- Interact with suppliers to negotiate better pricing and services
- Assist in transitioning new suppliers in to the clients supply chain
- Assist in the necessary research to source new products and services for our clients
- Assist in contract compliance audits
- Assist in accounts payable invoices post audits to make sure new pricing has been

deployed

We operate as a virtual company, therefore, the person should be able to work effectively in a rather unstructured environment.

For more information and to apply, please contact Gary Friedman at gfriedman@cost-containment.com.

WSU Career Events

<http://www.wright.edu/career-center/search-for-jobs/events>

Job Postings

<https://business.wright.edu/information-systems-and-supply-chain-management/opportunities/career-center-job-postings>

Join ISSCM LinkedIn Group for New Postings

<https://www.linkedin.com/groups/6511233/profile>



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